



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 10, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Horry Telephone Cooperative, Inc.
Study Area Code 240528**

Dear Ms. Dortch:

On behalf of Horry Telephone Cooperative, Inc. “Horry”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Horry seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	240528
<015> Study Area Name	HARRY TEL COOP
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jamie Ponder
<035> Contact Telephone Number: Number of the person identified in data line <030>	843-369-8640
<039> Contact Email Address: Email of the person identified in data line <030>	jamie.ponder@htcinc.net

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	(check box when complete)	(check box when complete)
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 0.0		
<420> Mobile 0.0		
<430> Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		
<450> Mobile		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 240528SC510 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 240528SC610 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110> (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	240528
<015>	Study Area Name	HORRY TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
<035>	Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

(700) Price Offerings including Voice Rate Data Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	240528
<015>	Study Area Name	HORRY TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	240528
<015>	Study Area Name	HORRY TEL COOP
<020>	Program Year	2014
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<035>	Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net
<810>	Reporting Carrier	Horry Telephone Cooperative, Inc.
<811>	Holding Company	Horry Telephone Cooperative, Inc.
<812>	Operating Company	Horry Telephone Cooperative, Inc.

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	240528
<015>	Study Area Name	HORRY TEL COOP
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<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
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July 2013

<010>	Study Area Code	240528
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<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	240528
<015>	Study Area Name	HORRY TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
<035>	Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans	240528SC1210 <hr/> Name of attached document (.pdf)
---	--

<1220> Link to Public Website	HTTP www.htcinc.net/customer_lifeline.cfm <hr/>
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“Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222> Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223> Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

--

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

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(3000) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	240528
<015>	Study Area Name	HORRY TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3011)			
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		<input checked="" type="checkbox"/> (Yes/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input type="checkbox"/> (Yes/No)
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/> (Yes/No)
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input checked="" type="checkbox"/>
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	240528SC3026

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	240528
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<039> Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	240528
<015> Study Area Name	HORRY TEL COOP
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jamie Ponder
<035> Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<039> Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	HORRY TEL COOP
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/10/2013
Printed name of Authorized Officer:	Carlton Lewis
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	8433652151
Study Area Code of Reporting Carrier:	240528 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	HORRY TEL COOP
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/10/2013
Printed name of Authorized Agent or Employee of Agent:	Mark Ozanick
Title or position of Authorized Agent or Employee of Agent:	Staff Consultant
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	240528 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Horry Telephone Cooperative, Inc. (“Horry”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Horry is subject to consumer protection obligations under both federal and South Carolina state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Public Service Commission of South Carolina which disclose rates, and terms and conditions of service to customers (Section 103-612.2.1 of the South Carolina Code of Regulations); (2) adherence to state consumer protection requirements governing telephone providers which govern Standards and Quality of Service (Sections 103-661, 103-662, and 103-663 of the South Carolina Code of Regulations); Customer Relations, including billing,

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

deposits, discontinuance and termination of service (Sections 103-620 through 103-633 of the South Carolina Code of Regulations); Engineering and Safety Standards (Sections 103-640 through 103-646 and 103-670 through 103-672 of the South Carolina Code of Regulations); Inspections and Tests (Sections 103-650 through 103-653 of the South Carolina Code of Regulations); Records and Reports (Sections 103-610 through 103-619 of the South Carolina Code of Regulations) and Customer Complaints (Section 103-628 of the South Carolina Code of Regulations); (3) truth-in-billing requirements (Section 103-622.1 of the South Carolina Code of Regulations); and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Horry Telephone Cooperative, Inc. (“Horry”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2)¹ and Section 103-646 of the South Carolina Code of Regulations. Horry’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2) and Section 103-646 of the South Carolina Code of Regulations. Horry can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Horry to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Horry has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as Horry has access to propane.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<811>	Holding Company	Horry Telephone Cooperative, Inc.
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[illegible]

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

First Revised Page 19
Cancels Original Page 19
Effective: June 1, 2012

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline

3.6.1 Description of Service

- A. The Lifeline Program is a federally mandated telephone assistance program designed to make telephone service available at reduced rates to eligible low-income residential customers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunication Act of 1996. Specific terms and conditions are as prescribed by the South Carolina Public Service Commission and are as set forth in this Tariff.
- B The Lifeline credit available to an eligible customer in South Carolina is equal to the total of federal support as established by the Federal Communications Commission and state support as established by the Public Service Commission of South Carolina. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage. C
- C. Lifeline is supported by the Federal Universal Service support mechanism.

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3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.2 Regulations

A. General

1. Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible residential subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network; local usage; access to emergency services; and toll limitation. C
2. A Lifeline customer may subscribe to any local service offering available to other residential customers.
3. The Lifeline Program rate reduction does not apply to Service Connection Charges. C
4. The Lifeline Program rate will not be available on a retroactive basis.

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3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.2 Regulations (Continued)

A. General (Continued)

5. Toll blocking, if elected, will be provided at no charge to the Lifeline customer.
6. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
7. A Lifeline customer's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls in accordance with Section 2 of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline customer's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.

B. Eligibility Requirements

1. To be eligible for a Lifeline credit, a customer's household income must be at or below 135 percent of the Federal Poverty Guidelines or be a current recipient, or have a dependent in their household that's a recipient, of any one of the following qualifying programs. C
 - a. Temporary Assistance for Needy Families (TANF) C
 - b. Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
 - c. Medicaid
 - d. Supplemental Security Income (SSI)
 - e. Federal Public Housing Assistance
 - f. Low-Income Home Energy Assistance Program (LIHEAP)
 - g. National School Lunch Program's free lunch program
2. Other eligibility requirements may be established by the Commission. C

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3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.2 Regulations (Continued)

C. Certification

1. Each subscriber to Lifeline Assistance must provide documentation of income-based or program-based eligibility and certify in writing to the Cooperative, under penalty of perjury, that the subscriber receives benefits under a program outlined in paragraph B above, and must on that same document, agree to notify the Cooperative if the subscriber ceases to participate in the program(s) or to meet income eligibility requirements. The Cooperative shall retain all such subscriber certification in order to furnish proof of subscriber eligibility as may be required from time to time by state and federal Lifeline administrators. The Lifeline credit will not be established until the Cooperative has received proof of eligibility. If the customer requests service installation prior to the Cooperative's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going-forward basis. C
2. The Cooperative reserves the right to periodically audit its records, working in conjunction with the appropriate state and federal agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under state and federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline program.
3. When a customer is determined to be ineligible as a result of an audit, the Cooperative will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
4. Resellers providing Lifeline service from this Tariff are responsible for determining proof of eligibility prior to requesting the service. Disclosure requirements described in 2. preceding are applicable to resellers of Lifeline service.
5. Lifeline customers must recertify annually in order to continue qualifying for discounted services under the Lifeline program. N

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3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges in Section 4 of this Tariff are applicable for installing or changing Lifeline service.
3. Deleted D
4. The Service Charges in Section 4 are not applicable when existing service is converted intact to Lifeline.

B. The total Lifeline credit consists of one federal credit plus one state credit.

	Monthly <u>Credit</u>	
1. Federal Credit	\$9.25	R
2. State Credit	\$ 3.50	

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3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.3 Rates and Charges (Continued)

C. Service Connection Charges

1. Service Charges do not apply to eligible customers with existing Residential Local Exchange Service when they convert to Lifeline.
2. Service Connection Charges will apply when:
 - a. Existing eligible residential Local Exchange Service customers also convert to a different class of eligible residential service and/or optional calling service(s) at the time the Lifeline billing is initiated.
 - b. A customer receiving Lifeline billing voluntarily elects to convert to telephone service arrangements, which preclude Lifeline eligibility.
3. Any subsequent moves or changes after the initial connection to the Lifeline service will be subject to the applicable Service Charges as outlined in Section 4 of this Tariff.

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3. BASIC LOCAL EXCHANGE SERVICE

3.2 Exchange Access Line Service

The following schedule of rates is applicable to basic flat rate exchange access line service. The rates specified herein entitle subscribers to an unlimited number of calls to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges listed in Section 3.2.2 of this Tariff. Subscribers may also subscribe to a basic flat rate exchange access line service that provides an unlimited number of calls to only those access lines within the same exchange (intra-exchange) of the subscriber.

3.2.1	Rates and Charges	Monthly <u>Rate</u>	
A.	Residence		
	1. Exchange Access Line - One Party	\$13.50	
	2. Exchange Access Line – One Party (Intra-exchange)	\$ 8.50	N
B.	Business		
	1. Exchange Access Line – One Party	\$24.00	
C.	Key System		
	1. Key System Line	\$24.00	
D.	Private Branch Exchange (PBX) Trunks	\$24.00	
	1. Combination	\$24.00	
	2. Inward Only	\$24.00	
	3. Outward Only	\$24.00	
	4. Direct Inward Dialing (DID)	\$24.00	

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3. BASIC LOCAL EXCHANGE SERVICE

3.2 Exchange Access Line Service (Continued)

3.2.1 Rates and Charges (Continued)

	Monthly Rate	
E. Exchange Sharing and Resale Trunks – Message Rate Service		
1. Per Trunk	\$24.50	
2. Per Local Message	\$ 0.12	
F. Public Telephone Access Service (PTAS)		
1. Exchange Access Line	\$ 24.00 ¹	I
2. Deleted		D
G. Network Access Register (NAR)		
1. Centrex Service		
a. Combination	\$ 10.00	
b. One-way incoming	\$ 10.00	
c. One-way outgoing	\$ 10.00	
2. Net Link™ Channel Service		
a. Combination	\$ 10.00	
b. One-way incoming	\$ 10.00	
c. One-way outgoing	\$ 10.00	

¹ The PTAS Exchange Access Line rate is to mirror the Business Exchange Access Line One-Party rate as a result of the mediated settlement in S.C. Public Service Commission Docket No. 97-186-C.

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3. BASIC LOCAL EXCHANGE SERVICE

3.2. Exchange Access Line Service (Continued)

3.2.2 Local Calling Areas

The rates and charges specified in Section 3.2.1 entitle customers to access all stations bearing the central office designations of additional exchanges as shown below. The local calling area of the exchanges in the left-hand column also includes the exchanges listed under the Additional Exchanges column. Extended Area Service (EAS) may be provided by the Cooperative exclusively, or may include the joint efforts of the Cooperative and other local exchange carriers.

<u>Serving Exchange</u>	<u>Additional Exchanges (EAS)</u>
Aynor	Conway East Conway North Conway South Conway
Collins Creek	Lakewood Long Bay Murrells Inlet Myrtle Beach Ocean View West Myrtle Beach
East Conway	Aynor Conway North Conway South Conway Wampee West Myrtle Beach
Floyds	Fair Bluff Loris Mullins Nichols
Lakewood	Collins Creek Long Bay Murrells Inlet Myrtle Beach Ocean View West Myrtle Beach

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3. BASIC LOCAL EXCHANGE SERVICE

3.2. Exchange Access Line Service (Continued)

3.2.2 Local Calling Areas (Continued)

<u>Serving Exchange</u>	<u>Additional Exchanges (EAS)</u>
Loris	Floyds Tabor City Wampee
Murrells Inlet	Collins Creek Lakewood Long Bay Myrtle Beach Ocean View West Myrtle Beach Pawleys Island
North Conway	Aynor Conway East Conway South Conway Wampee
South Conway	Aynor Conway East Conway North Conway Wampee
Wampee	Conway East Conway Loris North Myrtle Beach North Conway South Conway

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3. BASIC LOCAL EXCHANGE SERVICE

3.2. Exchange Access Line Service (Continued)

3.2.2 Local Calling Areas (Continued)

<u>Serving Exchange</u>	<u>Additional Exchanges (EAS)</u>
West Myrtle Beach	Collins Creek East Conway Lakewood Long Bay Myrtle Beach Ocean View Murrells Inlet

3.2.3 Exchange Mileage Charges

- A. No exchange mileage charges shall apply to calls completed to Extended Area Service additional exchanges.
- B. No zone charges shall apply to calls completed to Extended Area Service additional exchanges.

REDACTED – FOR PUBLIC INSPECTION

HORRY TELEPHONE COOPERATIVE, INC. (SAC 240528)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY